



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

May 18, 2020

Dear County Director of Social Services

Attention: Child Care Services Administrators, Managers and Supervisors
Energy Program Administrators, Managers and Supervisors
Food and Nutrition Services (FNS) Administrators, Managers and Supervisors
Medicaid Administrators, Managers and Supervisors
Special Assistance (SA) Administrators, Managers and Supervisors
Work First Program Administrators, Managers and Supervisors

Subject: Pandemic Unemployment Compensation Reports

Priority: Action Required

The Coronavirus Aid Relief and Economic Security (CARES) Act legislation passed by Congress and signed into law March 27, 2020 gives states the option of extending unemployment compensation payments to workers not traditionally eligible for unemployment benefits who are unable to work as a direct result of the coronavirus public health emergency. Due to the different requirements between programs regarding how to apply Pandemic Unemployment Compensation, please refer to your specific program policy to determine if the income is countable.

Currently the North Carolina Families Accessing Services through Technology (NC FAST) system cannot distinguish between regular unemployment compensation and Pandemic Unemployment Compensation. Until this can be done, NC FAST has posted reports that display cases that have been negatively impacted by unemployment compensation received by recipients/participants. These reports should be reviewed to ensure no adverse action has occurred in a case that does not count Pandemic Unemployment Compensation as income, but it is linked to a case, such as Food and Nutrition Services, that does count this benefit as income. For more information about specific program requirements please refer to the Administrative Letters or COVID-19 Question and Answers document that have been posted by the various divisions.

NC FAST has created three (3) reports to display closures, application denials, benefit reductions and/or modifications that include unemployment insurance benefits (UIB) evidence effective 4/1/2020 to the present. All reports can be found on the COVID-19 Resource Page in FAST Help. The reports will display as and capture the following information:

1. "Pandemic UIB Case Closures"- FNS, CASH, Energy, Medicaid, Child Care, and Special Assistance cases that closed effective 4/1/2020 to present that include UIB evidence. This report will be posted on the 1st business day of each month. All programs should review this

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

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report on the 1st business day of each month to ensure no cases have been closed in error due to Pandemic Unemployment Compensation. If cases have been closed incorrectly program policy should be followed to correct.

2. "Pandemic UIB Application Denials" - FNS, CASH, Energy, Medicaid, Child Care, and Special Assistance applications that were denied effective 4/1/2020 to present that include UIB evidence. This report will be updated every Wednesday and counties can review denied applications with UIB evidence, to ensure the correct unemployment compensation income is applied. All programs should review this report each Wednesday to ensure no applications have been denied in error due to Pandemic Unemployment Compensation. If applications have been denied incorrectly program policy should be followed to correct.
3. "Pandemic UIB Benefit Reductions or Modifications" - FNS, CASH, Energy, Child Care, and Special Assistance applications or cases where benefits were reduced or modified effective 4/1/2020 to present that include UIB evidence. This report will be posted on the 1st business day of each month. All programs should review this report on the 1st business day of each month to ensure there is no change in benefits as a result of Pandemic Unemployment Compensation. If benefits have been reduced or modified incorrectly program policy should be followed to correct.

These reports will continue to be generated until the Division requests the reports to be discontinued. Counties will be able to filter the report data by the program, county, worker, case number and UIB recipient.

Please email questions regarding this policy to the appropriate program contact below:

Child Care Assistance: dcdee.subsidy.policy.help@dhhs.nc.gov

Energy, FNS and Work First: dss.policy.questions@dhhs.nc.gov

Medicaid: [Medicaid Operational Support Team](#)

Special Assistance: specialassistance@dhhs.nc.gov.

Sincerely,



David Locklear, Deputy Director



Carolyn McClanahan, Associate Director, NC Medicaid Eligibility Services

Kristi L. Snuggs

Dr. Kristi L. Snuggs, Interim Director, Division of Child Development and Early Education

Karey L. Perez

Karey Perez, Section Chief, Division of Aging and Adult Services

DL/lmd

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